

County of San Diego Low Income Health Program (LIHP) Enrollee Rights

Under LIHP You Have The Right To:

- Get good medical information so you can make decisions about your health care and treatments.
- Request or refuse medical treatment.
- Receive considerate, respectful care at all times.
- Choose your medical provider within the limits of the program.
- Talk to LIHP staff that can help you with your questions, problems, complaints, and or file a grievance.
- Appeal if you are not satisfied with a program decision (see enrollee or provider handbook for instructions).
- Expect that the information in your medical record and what you say to your doctor will not be released without your permission, except as required or allowed by law.
- Request a second opinion if you do not agree with the medical care or the treatment plan prescribed for you by your medical care provider.
- Free language, visual and hearing impairment assistance.
- Information about the right to have an Advance Health Care Directive. If you already have one and wish to bring a copy, your provider will add it in your medical record.